

## ABSTRACT

An Advanced Packet Based Integrated Communications System has the ability to provide commercial customers with converged services including local and long distance voice, data communications and videoconferencing and which

5 also provides a platform to deliver value added services such as managed services, hosting, storage, messaging, and E-Business content. The integrated communications system comprises an integrated packet-based network infrastructure operable to provide networked converged communications, an information management platform operable to support handling of orders,

10 initiating services provisioning, maintaining service quality, billing, and administration, and an activation engine operable to provide end-to-end services provisioning. The integrated packet-based network infrastructure replaces a traditional circuit switched network.